



LIST OF REFERENCES SELECTED BY APPLICANT <i>(Use several sheets if necessary)</i>					ATTY. DOCKET NO.	APPLICATION NO.	
					10480-0007-999	09/781,591	
APPLICANT							
Luosheng Peng							
FILING DATE					GROUP		
February 8, 2001					2663		

U.S. PATENT DOCUMENTS							
*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE
DD	AA	US 6,304,906 B1	10/16/01	Method and Systems for Allowing Data Service Systems to Provide Class-Based Services to Its Users			8/6/98
DD	AB	US 6,023,722	2/8/00	High-Availability www Computer Server System with Pull-Based Load Balancing Using a Messaging and Queuing Unit in Front of Back-end Servers	RECEIVED JUL 31 2002 Technology Center 2600		7/23/97
DD	AC	US 2001/0040887 A1	Pub. Date: 11/15/01	Apparatus and Methods Enhancing Call Routing to and within Call-Centers			7/10/01

FOREIGN PATENT DOCUMENTS							
		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION
							YES

OTHER REFERENCES (Including Author, Title, Date, Pertinent Pages, Etc.)							

EXAMINER	Due Duong	DATE CONSIDERED	8/7/04
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*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.